

Department of Public Health  
and Human Services

Section:  
ISSUANCE

FOOD STAMP PROGRAM

Subject:  
Montana Access Card Returned/ Re-  
mailed

**Supersedes:** FS 902-1 (04/01/04)

**References:** 7 CFR 274.12 (g)

**GENERAL RULE** -- A participating household may request a replacement Montana Access Electronic Benefits Transfer (EBT) card for a \$2.00 replacement fee. To replace a Montana Access EBT card the participant must call Customer Service at 1-866-850-1556, and report the card as lost, stolen or damaged.

**NOTE:** Once a participant has phoned Customer Service to report their Montana Access EBT card as lost, stolen or damaged, the card will be deactivated. At that time, the Montana Access EBT card is no longer usable.

Montana Access EBT cards are mailed from Northrop Grumman in Helena. Undeliverable Montana Access EBT cards are returned to Central Office and re-mailed to the participant if there is a corrected address on TEAMS, notification is received from Customer Service or the Post Office regarding a new address. If no forwarding address is known, the cards will be held at Central Office until contact is made by the OPA Case Manager or Customer Service advising of the new address. Cards will be held up to 365 days, or when all benefits have been expunged, whichever comes later. When a card is destroyed a case note will be entered on TEAMS and Montana Access by Central Office.

#### **ADDRESS KNOWN:**

Each time a Montana Access EBT card is returned to Central Office the case is reviewed on TEAMS to compare the address. If a change of address has been made on TEAMS (or notification has been received from Customer Service or the Post Office), the card will be forwarded to that address. If the case is currently open an alert will be set stating the card was re-mailed, if the case is closed a case note will be completed.

#### **ADDRESS UNKNOWN:**

If there is no change of address on TEAMS and notification from Customer Service or the Post Office has not been received, the Montana Access EBT card will be held at Central Office. Central Office will set an alert for open cases and a case note will be completed on TEAMS and

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Montana Access for all open and closed cases regarding the status of the card.

**NOTE:** OPA Case Managers should review case notes when authorizing food stamp benefits to determine if the participant's card is being held at Central Office.

Contact the FS Issuance Program Officer, Penny Hunsaker or the back-up person, Yvette Barnier, to have participant's cards re-mailed.

Food stamp benefits will remain in the Montana Access EBT account for 365 days before being expunged from the card (905-1).

**NOTE:** If there is an outstanding food stamp overpayment, any balance remaining on the Montana Access EBT account, up to the balance of the overpayment claim, will be applied toward the claim.

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